



Arcadia Transit

SERVICE POLICY AND PROCEDURES MANUAL

CITY OF ARCADIA
DEVELOPMENT SERVICES DEPARTMENT
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ARCADIA TRANSIT
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ARCADIA TRANSIT SERVICE POLICY AND PROCEDURES MANUAL

ARCADIA TRANSIT SERVICE DESCRIPTION

Arcadia Transit began its operations on April 21, 1975. The program was initiated at the direction of the Arcadia City Council with the intent of creating a demand-responsive system that would provide public transportation needed by individuals traveling within the City. The system was designed to provide specialized services for seniors, disabled, and for those individuals whose transportation needs were not met by the regional transit service.

Arcadia Transit provided a general public Dial-A-Ride service until 2016, when the City Council adopted changes to the way Arcadia Transit service was delivered. Starting in June 2016, Arcadia Transit Dial-A-Ride service became a transit service solely for seniors and people with disabilities who are also Arcadia residents. At this time, the Dial-A-Ride was no longer available to the general public. However, Arcadia Transit service was further modified at the time because the City added fixed routes for the general public.

The Arcadia Transit Dial-A-Ride transports the rider to any destination within the City limits. Arcadia Transit Dial-A-Ride offers curb-to-curb transportation, responding to individual travel requests as they are received. The Dial-A-Ride is a public transit service provided by the City. Thus, many of the policies associated with the Dial-A-Ride service are generated by the City of Arcadia and are based on the safe and efficient operation of the service as well as directives from the City Council.

The Arcadia Transit Fixed Route service provides general public transit service on three bus lines that connect businesses and communities with the Gold Line regional light rail. The companion paratransit service is provided by the Los Angeles County Access Services.

The City also provides transportation service for special events that are sponsored by the City and/or approved by the City Council. This special event transportation is provided to the public as a separate service, in addition to the Dial-A-Ride and fixed route services.

1. POLICIES FOR DIAL-A-RIDE SERVICE

Arcadia Transit Dial-A-Ride is a demand-response service offering curb-to-curb transportation to/from any destination within Arcadia city limits. The Dial-A-Ride service is provided based on space availability and is open to seniors and disabled residents.

1.1 Hours and Days of Operation

The Arcadia Transit Dial-A-Ride system operates seven days per week under the following schedule:

Monday through Friday	7:00 a.m. to 9:00 p.m.
Saturday and Sunday	7:00 a.m. to 7:00 p.m.

Last pick-up is at 8:30 p.m. Monday through Friday, and 6:30 p.m. Saturday and Sunday
Arcadia Transit Dial-A-Ride service is not available on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

1.2 Eligibility

1.2.1. Seniors:

Riders must be 62 years of age or older. A photo identification with birth date is required to provide proof of senior status.

1.2.2 People with a Disability:

Passengers who are not 62 years old, but with a disability are eligible for the service. Physician verification is required as a proof of disability status. Other official disability evaluation documents such as ACCESS Service card, student special needs assessment, or other similar documentation will be accepted as a proof of disability.

1.2.3 Arcadia Resident:

All eligible passengers must reside within the City's jurisdictional boundaries. Any residence, including Arcadia postal addresses that are outside of the City boundaries are deemed ineligible. A copy of a utility bill, a lease agreement, or official government letter with the passenger's name and address, or other acceptable document, is required as a proof of residency.

1.3 Pre-Registration

Every passenger is required to pre-register prior to utilizing Arcadia Transit Dial-A-Ride service. The pre-registration is to ensure the passengers' eligibility. Once the registration form is received, the form will be reviewed and the eligibility status will be entered onto the reservation system within 10 working days. No cards will be issued. If the eligibility status cannot be determined, the applicant will be notified within 10 working days.

The registration form is available, and can be turned in with required documents at the locations below:

- Community Center, 365 Campus Drive
- City Library, 20 W. Duarte Road
- City Hall (Engineering Department), 240 W. Huntington Drive

The registration form (PDF) is available on the Arcadia Transit page on the City Website: ArcadiaCA.gov.

1.4 Establishing Passenger Reservations

Dial-A-Ride passengers wishing to ride on Arcadia Transit can simply call (626) 445-2211 and TDD users may call (626) 445-2522. Requests can be made up to seven days in advance. Requests are honored as received and are based on availability. In the event the requested time cannot be accommodated, the next available time will be offered. Same day requests are honored based on availability; however, it is encouraged that trip requests be made at least one day in advance.

Arcadia Transit Dial-A-Ride passengers requesting outbound trips on which there will be a return trip with a reasonably certain time of return, may schedule the return trip at the same time. If the return time is not reasonably certain or that passenger has a documented history of no-shows, the return trip will not be scheduled and the individual must call to schedule a trip when they are ready to be picked up.

Eligible passengers should be prepared to provide the following information when calling for an appointment:

- Name and telephone number
- Desired pick-up location (if it's in a large complex, a specific description may be necessary)
- Requested destination including address
- If the return time is greater than one hour from the arrival time, a return trip may be booked at the same time
- Any special assistance needs (walker, wheelchair or attendant)

Trip requests are accepted Monday through Friday from 7:00 a.m. to 9:00 p.m. and on weekends from 7:00 a.m. until 7:00 p.m. Requests are honored as received as long as

space is available. The Arcadia Transit Dial-A-Ride service works on a first come first served basis.

1.5 Establishing a Subscription/Standing Reservation

Subscriptions or “standing reservations” are trips that are made to or from the same locations at the same time each day or at the same time on a particular day each week, for a period of three months or longer. Arcadia Transit Dial-A-Ride passengers may request subscription trips for wellness-related purposes including doctor appointments, physical therapy sessions, exercise classes, senior lunches, adult daycare programs, and other senior wellness programs.

New subscriptions are honored as received based on available trip capacity at the requested days and times. Passengers with subscriptions who will not be traveling for an extended period of time may suspend their reservations for up to 30 days, after which time if nothing is done, the subscription will be canceled, and a new subscription will need to be re-established. Passengers who fail to place a standing ride on hold, or who fail to cancel a scheduled trip request, may face restricted use of the Arcadia Transit Dial-A-Ride service. Riders will be notified of any restrictions in writing pursuant to the City’s Late Cancellation/No Show Policy.

Subscriptions or “standing reservation” trips may be established through the Arcadia Transit reservation number by calling (626) 445-2211 during normal operating hours.

1.6 Scheduled Vehicle Arrival Time/Window Period and Vehicle Wait Time

1.6.1 Scheduled Vehicle Arrival Time/ Window Period

Due to its demand responsive nature, Arcadia Transit Dial-A-Ride vehicles may arrive up to five (5) minutes before or fifteen (15) minutes after the scheduled pick-up time. Therefore, passengers using Arcadia Transit Dial-A-Ride should be ready to be picked-up within this window period.

1.6.2 Vehicle Wait Time:

Arcadia Transit Dial-A-Ride vehicles will wait for no more than three (3) minutes at any point during the pick-up window period. If the passenger is not present at the pick-up location, the Arcadia Transit dispatcher will call the passenger to alert them as to the vehicle arrival. Also, if the vehicle is arriving later than the arrival window period, the dispatcher will call the passenger to notify of the delay. When the pick-up location is a medical office, senior center or other facility with a lobby, the bus operator is expected to step inside the lobby and make their presence known.

1.7 Passenger Fares

The Arcadia Transit Dial-A-Ride fare is \$0.50 per person or \$5.00 for a monthly pass. Monthly passes may be purchased from the City Library, Community Center or City Hall

(Cashier Office). The Arcadia Transit system does not accept other transit operators' fare media.

To be eligible for the fare, riders must possess a valid identification card that establishes eligibility. Examples of proof of eligibility include, Access Services I.D., Medicare card, driver's license, LACTOA Disabled Identification Card, and/or other acceptable documents.

Payment is due upon boarding of the vehicle by passengers dropping fares directly into the fare box. Exact change is required as drivers do not carry change nor do they handle cash fares.

As a publicly subsidized program, Arcadia Transit drivers are not allowed to accept tips.

1.8 Passenger Responsibilities

The Arcadia Transit system requests that each passenger be aware of their responsibilities aboard Arcadia Transit to ensure that each passenger receives the best service possible under the safest of operating conditions. In doing so, the following are responsibilities of each Arcadia Transit passenger:

1. Be ready to go prior to your confirmed pick-up time. Please refer to Policy 1.6 for details on scheduled vehicle arrive time/window period, and vehicle wait time.
2. If you are unable to make your confirmed scheduled trip, please try and cancel your trip within 45 minutes of your scheduled pick-up time.
3. There is no eating, drinking, or smoking permitted aboard Arcadia Transit vehicles.
4. Boisterous or profane language is not permitted.
5. Riders may not at any time while the vehicle is in motion move about the vehicle.
6. Riders may not consume, or be under the influence of, any intoxicating substance.
7. Arcadia Transit drivers may not accept tips.
8. Radios or other noise generating equipment may not be used aboard Arcadia Transit.
9. Patrons must have their wheelchair secured and/or seat belts fastened while riding.
10. Carry-on items, such as shopping bags, are limited to four per person.

1.9 No-Shows/Late Cancellations

1.9.1 No-Shows:

A passenger who "no-shows" (i.e. fails to show up for an on-time vehicle arrival at the pick-up location) a total of five (5) trips within a 30-day period shall be issued a warning notice that continued "no-shows" will result in the suspension of their rider privileges aboard Arcadia Transit of a period of no greater than fourteen (14) days. If an individual issued such a warning notice "no-shows" another five (5) trips within the 30-days following the notice, they shall be sent a notice of suspension detailing the days and times of their "no-show" trips and informing them of the suspension of their rider privileges beginning five (5) days after the date of that letter. If the individual wishes to protest the issued suspension, they will be instructed to contact the City's Transportation Services Manager. Ultimately, the passenger protest may be heard in an independent hearing with

the Development Services Director or designee (see Section 3.6.3 for more information). If an individual continues to “no-show” requested trips following a suspension, a letter informing them may be sent notifying them of the City’s intent to suspend rider privileges for a period up to 30 days or indefinitely.

1.9.2 Late Cancellations:

The Arcadia Transit Dial-A-Ride system requires that all trip requests that are no longer necessary or cannot be fulfilled be cancelled at least 45 minutes before the confirmed pick-up time. Cancellation of requested trips should be done through Arcadia Transit reservations by calling (626) 445-2211. Please be prepared to provide the passenger’s name, requested trip time, and origin location, and inform the customer reservations agent of the desire to cancel the requested trip.

Passengers who fail to properly cancel five (5) trips within a 30-day period in the requested time (45 minutes from confirmed pick-up) will be issued a warning notice that continued late cancellations will result in the suspension of their rider privileges aboard Arcadia Transit Dial-A-Ride of a period of no greater than fourteen (14) days. If an individual issued such a warning notice fails to cancel requested trips in accordance of this policy another five (5) trips within the 30-days following the notice, they shall be sent a notice of suspension detailing the days and times of their late cancellations and informing them of the suspension of their rider privileges beginning five (5) days after the date of that letter. If the individual wishes to protest the issued suspension, they will be instructed to contact the City’s Transportation Services Manager. Ultimately, the passenger protest may be heard in an independent hearing with the Development Services Director or designee (see Section 3.6.3 for more information). If an individual continues to disregard this policy following a suspension, a letter may be sent notifying them of the City’s intent to suspend rider privileges for a period up to 30 days or indefinitely.

1.10 Boarding/Deboarding Points

Boarding and deboarding of passengers by Arcadia Transit will be done on public streets and at public and private facilities where Arcadia Transit Dial-A-Ride vehicles are able to exit and reenter the public roadway without requiring the vehicles to back-up. At private residences, including multi-family residences, Arcadia Transit Dial-A-Ride vehicles will not enter driveways. Passengers using the wheelchair lift will be boarded and deboarded at locations that allow sufficient access for wheelchairs.

At commercial facilities, medical complexes, Westfield Santa Anita Mall, City Hall, and the Community Center, specific pick-up locations will be designated to facilitate the efficient boarding and deboarding of passengers. Arcadia Transit Dial-A-Ride passengers may be boarded and deboarded at other than these designated locations to accommodate a passenger’s disability or other special needs through special arrangement with Arcadia Transit.

At the Westfield Santa Anita Mall, the three designated boarding locations for Arcadia Transit Dial-A-Ride are:

- Macy's East Entrance
- Nordstrom's Valet Entrance
- JC Penney's North Entrance

Some boarding and deboarding locations may pose a safety concern for Arcadia Transit passengers and drivers. Under these circumstances, the drivers are trained to use their individual discretion in determining an alternate location that is safe and in close proximity to the requested boarding or deboarding location.

1.11 Attendants/Caregivers

Caregivers are allowed on the Arcadia Transit Dial-A-Ride system to help those with disabilities. Caregivers may ride free of charge. Eligible passengers must notify Arcadia Transit when placing a trip request that a caregiver will accompany them.

1.12 Companion Rider

Eligible passengers are allowed to bring companions provided that the companions are travelling to/from the same destinations and time as the eligible passengers. Companions need not be seniors nor persons with disabilities, and can be of any age. Companions are not allowed to ride the Dial-A-Ride by themselves at any part of the trip. Companions are subject to Dial-A-Ride service per passenger/per ride fare policy. Monthly passes are not allowed for companions. Eligible passengers must notify Arcadia Transit when placing a trip request that companion(s) will accompany them.

2. POLICIES FOR FIXED ROUTE SERVICE

The Arcadia Transit Fixed Route service provides general public transit service on three bus lines – Green, Blue, and Red (See Map in Appendix A and schedules in Appendix B). The Green Line connects the Metro Gold Line Arcadia Station with Santa Anita Park, City Hall, Methodist Hospital, Westfield Santa Anita Mall and Los Angeles County Arboretum and Botanical Garden. The Blue Line and Red Line run in a loop connecting different parts of the communities to the Metro Gold Line Arcadia Station and many local activity centers including the City Library, the Los Angeles County Park, many schools, restaurants and other businesses. Each stop is designated with Arcadia Transit sign. Additionally, an App is available to track bus location and assist in trip planning. The app is available to download at Apple (iPhone) and Google Play (Android) stores. Do a search for “Arcadia Transit”. Every stop on the app displays bus stop location and estimated arrival times for the next bus and second bus. There’s also a notification feature that alerts users of their approaching bus.

2.1 Hours and Days of Operation

The Arcadia Transit Fixed Route service operates seven days per week under the following general schedule (Fixed route schedules are subject to change):

Green Line:	Monday through Friday	7:00 a.m. to 6:30 p.m.
	Saturday and Sunday	9:00 a.m. to 6:30 p.m.
Blue Line:	Monday through Friday	6:30 a.m. to 7:30 p.m.
	Saturday and Sunday	7:00 a.m. to 6:30 p.m.
Red Line:	Monday through Friday	7:00 a.m. to 8:15 p.m.
	Saturday and Sunday	7:45 a.m. to 7:00 p.m.

Arcadia Transit Fixed Route service is not available on the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

2.2 Passenger Fares

The Arcadia Transit Fixed Route service fares are as follow:

- General (5 – 62 years old) - \$0.50 with one free transfer between Arcadia Fixed Route lines
- Senior (62 years old and above, ID may be requested) – Free
- Person with disability – Free
- Children (under 5 years old) – Free with an accompanying adult

Payment is due upon boarding of the vehicle by passengers depositing the fare directly into the farebox. Exact change is required as drivers do not carry change nor do they handle cash fares.

3. GENERAL POLICIES

The following policies apply to both Arcadia Transit Dial-A-Ride and Fixed Route services.

3.1 Passenger Seatbelts

Each Arcadia Transit vehicle is equipped with seat belts. As required under California Vehicle Code Section 27315 (Mandatory Seat Belt Law), all passengers must wear their seatbelt. The Arcadia Transit driver may request that passengers fasten their seatbelts prior to the vehicle departing from a stop.

In no event shall a passenger unfasten a seat belt and move about the vehicle while the vehicle is in motion. In no event shall a wheelchair passenger aboard an Arcadia Transit vehicle receive service prior to proper securement of all wheelchair fasteners. A wheelchair passenger shall be secured with the shoulder belt unless the passenger opts to decline using the shoulder belt.

In accordance to the law, an Arcadia Police or California Highway Patrol Officer may cite each individual who fails to secure themselves while the transit vehicle is in service.

3.2 Pets/Service Animals

Pets on board Arcadia Transit vehicles are restricted to small domestic animals (i.e., cats and dogs), which can be transported in small pet carriers and handled on a passenger's lap. In no circumstance can a pet or animal be transported outside of a pet carrier unless the pet is used as a service animal under the Americans with Disabilities Act (ADA).

Service animals are allowed on all Arcadia Transit vehicles provided they meet the definition of service animals under the ADA. The ADA defines a service animal as any guide dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that the individual with a disability cannot perform for themselves. Some examples include:

- Seeing eye dogs for the blind
- Alerting persons with hearing impairments
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments
- Assisting persons with mobility impairments with balance

Service animals may be removed and suspended from the Arcadia Transit system if at anytime the animal's behavior poses a direct threat to the health or safety of others.

3.3 Language Assistance

Arcadia Transit provides translation service to passengers who need language assistance. When calling for reservation, passengers may request for a specific language (i.e. Chinese, Spanish) translation service.

3.4 Carry-On/Bags

Arcadia Transit passengers are permitted up to four (4) carry-on bags per person. Arcadia Transit drivers will assist passengers with up to four (4) bags/packages each weighing no more than 10 pounds. Packages will be placed in and removed from the Arcadia Transit vehicle from/to a location adjacent to and within 10 feet of the boarding point. In no case will the vehicle operator be allowed to enter a passenger's residence. Eligible passengers must inform the reservationist of carry-on bags at the time of making reservations.

3.5 Special Events and Services

In addition to the regular Arcadia Transit Dial-A-Ride and fixed route services, the City provides transportation service for special events that are deemed to be in the public interest, and sponsored by the City and/or approved by the City Council. The special event transportation services must not interfere with regular Arcadia Transit operations, and are in compliance with applicable federal and state statutes.

3.6 Suspension of Passenger Privileges and Procedures for Suspension

The City of Arcadia reserves the right to suspend the privilege to use City-sponsored transit services of any individual who, while using those transit services, endangers the safety of the vehicle operator, other passengers, themselves and/or the general public. In addition, the City reserves the right to suspend rider privileges for those in violation of the City's adopted transit policies. Said suspension shall be for an appropriate period of time commensurate with the alleged passenger behavior, up to and including permanent suspension of rider privileges on Arcadia Transit.

The following steps will be taken to suspend a passenger for unsafe behavior.

3.6.1 Documentation of Behavior:

Passenger behavior which is believed to represent a real or potential threat to the safety of Arcadia Transit, its passengers, employees and/or the general public must be thoroughly documented and reported to the City by the contract operator. In extreme situations, the transit operator is directed to request assistance from the Arcadia Police Department in handling passengers exhibiting abusive or seriously disruptive behavior.

Documentation of unsafe passenger behavior by any passenger will be provided to the City's Transportation Services Manager by the close of business the next working day following the alleged event.

3.6.2 Administrative Notice:

Upon receipt of a report of unsafe passenger behavior, City staff shall review the report and clarify aspects of the event, if needed, with contractor staff and other passengers, if any. If City staff concurs in the determination that the subject passenger's behavior represents a safety or reliability issue to the Arcadia Transit system, City staff shall send a written notice to the subject passenger describing the alleged behavior, informing the individual of the intended suspension of transit privileges, and offering them the opportunity for an independent hearing on the alleged behavior and the planned service

suspension. The Administrative Notice shall specify a date on which the suspension shall take place if the City receives no response. This date shall be no earlier than one week from the date on which the individual receives the notice on which the suspension shall take place if the City receives no response.

3.6.3 Independent Hearing:

If requested by the subject passenger, the City shall conduct an administrative hearing into the alleged unsafe passenger behavior to permit the individual to present information, testimony and/or other clarification which would refute the alleged behavior or which would void or modify the intended suspension of service privileges. If desired by the subject passenger, a family member or friend in this administrative proceeding may represent him or her.

The Development Services Director may designate a third party hearing officer to hold the administrative hearing. The Director or his/her designee shall hear and consider testimony and/or clarification from the responsible party related to the subject matter.

3.6.4 Hearing Results:

With three business days following the conclusion of the administrative hearing, a written report shall be issued by the City reporting on the findings and conclusions of the hearing panel. Copies of the hearing report shall be delivered to the subject passenger or their designated recipient, to the City's Transportation Division and the contract operator. The hearing report may either vacate the intended suspension of transit privileges, confirm the suspension for the time period originally proposed, or confirm the suspension for a shorter period of time than originally proposed. All decisions of the hearing are final.

3.6.5 Timing:

Should a subject passenger request an administrative hearing on their proposed suspension of transit privileges within the time period specified in the Administrative Notice, the Transportation Services Manager shall schedule and make arrangements for a hearing to take place within two (2) weeks of the passenger's request for such hearing.

3.6.6 Transit Services Pending Final Outcome:

The subject passenger shall be permitted to continue using Arcadia Transit until the date of suspension specified in the Administrative Notice or, if a hearing is requested, until the results of the hearing are distributed to all parties.

3.6.7 Immediate Suspension of Transit Privileges

In the event of seriously disruptive and/or unsafe behavior, the City may immediately suspend the subject individual's privileges to use Arcadia Transit with immediate written notice to the subject passenger and/or their representatives informing them of the events leading to the suspension of service privileges and their opportunity for an administrative hearing into the alleged unsafe behavior. In the event of seriously disruptive and/or unsafe behavior, riding privileges will not be continued for the subject passenger pending conclusion of the administrative hearing and release of its findings.

3.7 Americans with Disabilities Act Requirements

The Americans with Disabilities Act (ADA) was enacted on the July 26, 1990 (Public Law 101-36). On September 6, 1991, the United States Department of Transportation (DOT) issued a final rule implementing the transportation-related provisions of the ADA (49 CFR parts 27, 37, and 38, Transportation for Individuals with Disabilities). As an operator of a fixed route transit system in Los Angeles County, the City is required to provide ADA-eligible complementary paratransit service and submit an annual paratransit plan to DOT. Subpart F, Sections 37.141 of 49 CFR 37 also allows the preparation and submittal of a single coordinated paratransit plan among the operators of fixed route transit service with overlapping and contiguous service areas. Access Services is the designated agency in Los Angeles County to coordinate paratransit services and implement a countywide coordinated paratransit network. As a member of Access Services, the City appropriately and effectively meets the ADA obligations of a fixed route transit operator.

All Arcadia Transit vehicles are equipped with industry standard wheelchair lift and wheelchair straps that meet the ADA requirements.

3.8 Title VI Policy

The City of Arcadia operates Arcadia Transit services and related programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Arcadia.

To file a complaint, contact:

Transportation Services Manager – City of Arcadia
PO Box 60021, Arcadia, CA 91066-6021
(626) 574-5435
ArcadiaTransit@ArcadiaCA.gov

Complaints may be filed directly with the Federal Transit Administration:

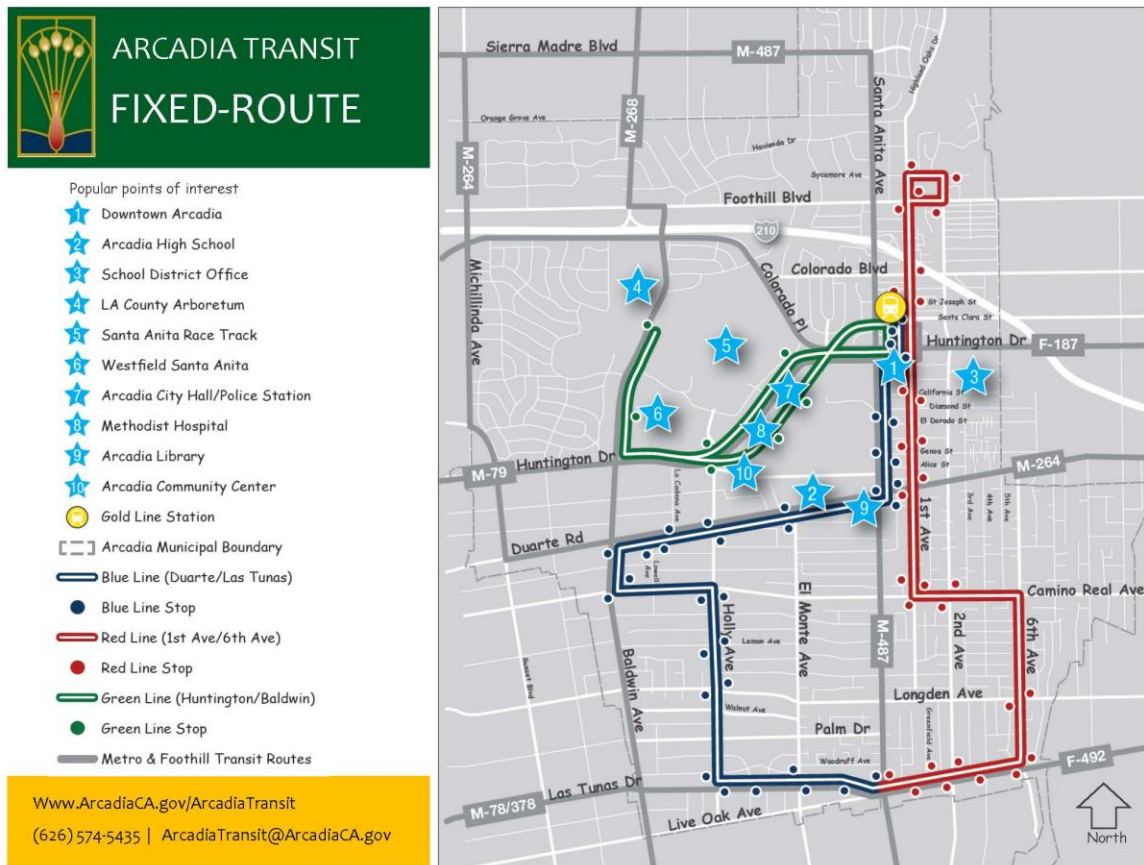
The Office of Civil Rights – Region IX
201 Mission Street, Suite 1650
San Francisco, CA 94105

Additional information can be found in the City of Arcadia's Civil Rights program (Appendix 2).

3.9 Reasonable Modifications/Accommodations of Policies and Practices

Arcadia Transit adheres to the ADA regulation requiring public transit providers to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities. Under this regulation, upon request, Arcadia Transit bus drivers shall announce the next approaching bus stop and location.

APPENDIX 1:

Arcadia Transit Fixed Route Services

Green Line Schedule

GREEN LINE - Huntington/Baldwin (Weekday)							
GOLD LINE STATION	CITY HALL	RACE TRACK	MALL PROMENADE	ARBORETUM	MALL PROMENADE	HOSPITAL POLICE ST.	GOLD LINE STATION
7:10 AM	7:15 AM	7:17 AM	7:24 AM	7:28 AM	7:32 AM	7:37 AM	7:46 AM
7:55 AM	8:00 AM	8:02 AM	8:09 AM	8:13 AM	8:17 AM	8:22 AM	8:31 AM
8:40 AM	8:45 AM	8:47 AM	8:54 AM	8:58 AM	9:02 AM	9:07 AM	9:16 AM
9:25 AM	9:30 AM	9:32 AM	9:39 AM	9:43 AM	9:47 AM	9:52 AM	10:01 AM
10:10 AM	10:15 AM	10:17 AM	10:24 AM	10:28 AM	10:32 AM	10:37 AM	10:46 AM
10:30 AM	10:35 AM	10:37 AM	10:44 AM	10:48 AM	10:52 AM	10:57 AM	11:06 AM
10:55 AM	11:00 AM	11:02 AM	11:09 AM	11:13 AM	11:17 AM	11:22 AM	11:31 AM
11:15 AM	11:20 AM	11:22 AM	11:29 AM	11:33 AM	11:37 AM	11:42 AM	11:51 AM
11:40 AM	11:45 AM	11:47 AM	11:54 AM	11:58 AM	12:02 PM	12:07 PM	12:16 PM
12:00 PM	12:05 PM	12:07 PM	12:14 PM	12:18 PM	12:22 PM	12:27 PM	12:36 PM
12:25 PM	12:30 PM	12:32 PM	12:39 PM	12:43 PM	12:47 PM	12:52 PM	1:01 PM
12:45 PM	12:50 PM	12:52 PM	12:59 PM	1:03 PM	1:07 PM	1:12 PM	1:21 PM
1:10 PM	1:15 PM	1:17 PM	1:24 PM	1:28 PM	1:32 PM	1:37 PM	1:46 PM
2:00 PM	2:05 PM	2:07 PM	2:14 PM	2:18 PM	2:22 PM	2:27 PM	2:36 PM
2:20 PM	2:25 PM	2:27 PM	2:34 PM	2:38 PM	2:42 PM	2:47 PM	2:56 PM
2:45 PM	2:50 PM	2:52 PM	2:59 PM	3:03 PM	3:07 PM	3:12 PM	3:21 PM
3:05 PM	3:10 PM	3:12 PM	3:19 PM	3:23 PM	3:27 PM	3:32 PM	3:41 PM
3:30 PM	3:35 PM	3:37 PM	3:44 PM	3:48 PM	3:52 PM	3:57 PM	4:06 PM
3:50 PM	3:55 PM	3:57 PM	4:04 PM	4:08 PM	4:12 PM	4:17 PM	4:26 PM
4:10 PM	4:12 PM	4:14 PM	4:18 PM	4:22 PM	4:26 PM	4:30 PM	4:39 PM
4:35 PM	4:40 PM	4:42 PM	4:49 PM	4:53 PM	5:01 PM	5:06 PM	5:15 PM
4:50 PM	4:56 PM	5:00 PM	5:08 PM	5:14 PM	5:22 PM	5:30 PM	5:39 PM
5:20 PM	5:25 PM	5:27 PM	5:34 PM	5:38 PM	5:42 PM	5:47 PM	5:56 PM
5:45 PM	5:50 PM	5:52 PM	5:59 PM	6:03 PM	6:07 PM	6:12 PM	6:21 PM
GREEN LINE - Huntington/Baldwin (Weekend)							
GOLD LINE STATION	CITY HALL	RACE TRACK	MALL PROMENADE	ARBORETUM	MALL PROMENADE	HOSPITAL POLICE ST.	GOLD LINE STATION
9:20 AM	9:25 AM	9:27 AM	9:34 AM	9:38 AM	9:42 AM	9:47 AM	9:56 AM
9:45 AM	9:50 AM	9:52 AM	9:59 AM	10:03 AM	10:07 AM	10:12 AM	10:21 AM
10:05 AM	10:10 AM	10:12 AM	10:19 AM	10:23 AM	10:27 AM	10:32 AM	10:41 AM
10:30 AM	10:35 AM	10:37 AM	10:44 AM	10:48 AM	10:52 AM	10:57 AM	11:06 AM
10:50 AM	10:55 AM	10:57 AM	11:04 AM	11:08 AM	11:12 AM	11:17 AM	11:26 AM
11:15 AM	11:20 AM	11:22 AM	11:29 AM	11:33 AM	11:37 AM	11:42 AM	11:51 AM
11:35 AM	11:40 AM	11:42 AM	11:49 AM	11:53 AM	11:57 AM	12:02 PM	12:11 PM
12:00 PM	12:05 PM	12:07 PM	12:14 PM	12:18 PM	12:22 PM	12:27 PM	12:36 PM
12:20 PM	12:25 PM	12:27 PM	12:34 PM	12:38 PM	12:42 PM	12:47 PM	12:56 PM
12:45 PM	12:50 PM	12:52 PM	12:59 PM	1:03 PM	1:07 PM	1:12 PM	1:21 PM
1:30 PM	1:35 PM	1:37 PM	1:44 PM	1:48 PM	1:52 PM	1:57 PM	2:06 PM
1:55 PM	2:00 PM	2:02 PM	2:09 PM	2:13 PM	2:17 PM	2:22 PM	2:31 PM
2:15 PM	2:20 PM	2:22 PM	2:29 PM	2:33 PM	2:37 PM	2:42 PM	2:51 PM
2:40 PM	2:45 PM	2:47 PM	2:54 PM	2:58 PM	3:02 PM	3:07 PM	3:16 PM
3:00 PM	3:05 PM	3:07 PM	3:14 PM	3:18 PM	3:22 PM	3:27 PM	3:36 PM
3:25 PM	3:30 PM	3:32 PM	3:39 PM	3:43 PM	3:47 PM	3:52 PM	4:01 PM
3:45 PM	3:50 PM	3:52 PM	3:59 PM	4:03 PM	4:07 PM	4:12 PM	4:21 PM
4:05 PM	4:10 PM	4:12 PM	4:17 PM	4:21 PM	4:25 PM	4:30 PM	4:39 PM
4:25 PM	4:30 PM	4:32 PM	4:39 PM	4:43 PM	4:47 PM	4:52 PM	5:01 PM
4:45 PM	4:50 PM	4:52 PM	4:59 PM	5:03 PM	5:07 PM	5:12 PM	5:21 PM
5:05 PM	5:10 PM	5:12 PM	5:17 PM	5:21 PM	5:25 PM	5:30 PM	5:39 PM
5:25 PM	5:30 PM	5:32 PM	5:39 PM	5:43 PM	5:47 PM	5:52 PM	6:01 PM
5:45 PM	5:50 PM	5:52 PM	5:59 PM	6:03 PM	6:07 PM	6:12 PM	6:21 PM

The scheduled times are approximate. The bus may arrive slightly earlier or later than the scheduled time.

Blue Line Schedule

BLUE LINE - Holly/Duarte (Weekday)					BLUE LINE - Holly/Duarte (Weekend)				
Westbound Live Oak @ Santa Anita	Northbound Baldwin @ Duarte	Gold Line Station North	Southbound Baldwin @ Duarte	Eastbound Live Oak @ Santa Anita	Westbound Live Oak @ Santa Anita	Northbound Baldwin @ Duarte	Gold Line Station North	Southbound Baldwin @ Duarte	Eastbound Live Oak @ Santa Anita
6:30 AM	6:41 AM	6:54 AM	7:04 AM	7:16 AM	7:00 AM	7:11 AM	7:24 AM	7:34 AM	7:46 AM
7:00 AM	7:11 AM	7:24 AM	7:34 AM	7:46 AM	7:45 AM	7:56 AM	8:09 AM	8:19 AM	8:31 AM
7:30 AM	7:41 AM	7:54 AM	8:04 AM	8:16 AM	8:35 AM	8:46 AM	8:59 AM	9:09 AM	9:21 AM
8:05 AM	8:16 AM	8:29 AM	8:39 AM	8:51 AM	9:50 AM	10:01 AM	10:14 AM	10:24 AM	10:36 AM
8:40 AM	8:51 AM	9:04 AM	9:14 AM	9:26 AM	10:40 AM	10:51 AM	11:04 AM	11:14 AM	11:26 AM
9:05 AM	9:16 AM	9:29 AM	9:39 AM	9:51 AM	11:25 AM	11:36 AM	11:49 AM	11:59 AM	12:11 PM
10:05 AM	10:16 AM	10:29 AM	10:39 AM	10:51 AM	12:15 PM	12:26 PM	12:39 PM	12:49 PM	1:01 PM
11:40 AM	11:51 AM	12:04 PM	12:14 PM	12:26 PM	1:00 PM	1:11 PM	1:24 PM	1:34 PM	1:46 PM
2:25 PM	2:36 PM	2:49 PM	2:59 PM	3:11 PM	1:50 PM	2:01 PM	2:14 PM	2:24 PM	2:36 PM
3:00 PM	3:11 PM	3:24 PM	3:34 PM	3:46 PM	2:35 PM	2:46 PM	2:59 PM	3:09 PM	3:21 PM
4:05 PM	4:16 PM	4:29 PM	4:39 PM	4:51 PM	3:25 PM	3:36 PM	3:49 PM	3:59 PM	4:11 PM
4:35 PM	4:46 PM	4:59 PM	5:09 PM	5:21 PM	4:40 PM	4:51 PM	5:04 PM	5:14 PM	5:26 PM
5:05 PM	5:16 PM	5:29 PM	5:39 PM	5:51 PM	5:30 PM	5:41 PM	5:54 PM	6:04 PM	6:16 PM
5:40 PM	5:51 PM	6:04 PM	6:14 PM	6:26 PM					
6:10 PM	6:21 PM	6:34 PM	6:44 PM	6:56 PM					
6:40 PM	6:51 PM	7:04 PM	7:14 PM	7:26 PM					

The scheduled times are approximate. The bus may arrive slightly earlier or later than the scheduled time.

Modified: October 24, 2016

Red Line Schedule

RED LINE - 1st/6th (Weekday)							RED LINE - 1st/6th (Weekend)						
Eastbound Live Oak @ Santa Anita	Westbound Camino Real @ 2nd	Gold Line Station North	Sycamore @ 2nd	Gold Line Station South	Eastbound Camino Real @ 2nd	Westbound Live Oak @ Santa Anita	Eastbound Live Oak @ Santa Anita	Westbound Camino Real @ 2nd	Gold Line Station North	Sycamore @ 2nd	Gold Line Station South	Eastbound Camino Real @ 2nd	Westbound Live Oak @ Santa Anita
7:16 AM	7:23 AM	7:31 AM	7:35 AM	7:44 AM	7:53 AM	8:00 AM	7:46 AM	7:53 AM	8:01 AM	8:05 AM	8:14 AM	8:23 AM	8:30 AM
7:46 AM	7:53 AM	8:01 AM	8:05 AM	8:14 AM	8:23 AM	8:30 AM	8:31 AM	8:38 AM	8:46 AM	8:50 AM	8:59 AM	9:08 AM	9:15 AM
8:16 AM	8:23 AM	8:31 AM	8:35 AM	8:44 AM	8:53 AM	9:00 AM	9:21 AM	9:28 AM	9:36 AM	9:40 AM	9:49 AM	9:58 AM	10:05 AM
8:51 AM	8:58 AM	9:06 AM	9:10 AM	9:19 AM	9:28 AM	9:35 AM	10:36 AM	10:43 AM	10:51 AM	10:55 AM	11:04 AM	11:13 AM	11:20 AM
9:26 AM	9:33 AM	9:41 AM	9:45 AM	9:54 AM	10:03 AM	10:10 AM	11:26 AM	11:33 AM	11:41 AM	11:45 AM	11:54 AM	12:03 PM	12:10 PM
9:51 AM	9:58 AM	10:06 AM	10:10 AM	10:19 AM	10:28 AM	10:35 AM	12:11 PM	12:18 PM	12:26 PM	12:30 PM	12:39 PM	12:48 PM	12:55 PM
10:51 AM	10:58 AM	11:06 AM	11:10 AM	11:19 AM	11:28 AM	11:35 AM	1:01 PM	1:08 PM	1:16 PM	1:20 PM	1:29 PM	1:38 PM	1:45 PM
12:26 PM	12:33 PM	12:41 PM	12:45 PM	12:54 PM	1:03 PM	1:10 PM	1:46 PM	1:53 PM	2:01 PM	2:05 PM	2:14 PM	2:23 PM	2:30 PM
3:11 PM	3:18 PM	3:26 PM	3:30 PM	3:39 PM	3:48 PM	3:55 PM	2:36 PM	2:43 PM	2:51 PM	2:55 PM	3:04 PM	3:13 PM	3:20 PM
3:46 PM	3:53 PM	4:01 PM	4:05 PM	4:14 PM	4:23 PM	4:30 PM	3:21 PM	3:28 PM	3:36 PM	3:40 PM	3:49 PM	3:58 PM	4:05 PM
4:51 PM	4:58 PM	5:06 PM	5:10 PM	5:19 PM	5:28 PM	5:35 PM	4:11 PM	4:18 PM	4:26 PM	4:30 PM	4:39 PM	4:48 PM	4:55 PM
5:21 PM	5:28 PM	5:36 PM	5:40 PM	5:49 PM	5:58 PM	6:05 PM	5:26 PM	5:33 PM	5:41 PM	5:45 PM	5:54 PM	6:03 PM	6:10 PM
5:51 PM	5:58 PM	6:06 PM	6:10 PM	6:19 PM	6:28 PM	6:35 PM	6:16 PM	6:23 PM	6:31 PM	6:35 PM	6:44 PM	6:53 PM	7:00 PM
6:26 PM	6:33 PM	6:41 PM	6:45 PM	6:54 PM	7:03 PM	7:10 PM							
6:56 PM	7:03 PM	7:11 PM	7:15 PM	7:24 PM	7:33 PM	7:40 PM							
7:26 PM	7:33 PM	7:41 PM	7:45 PM	7:54 PM	8:03 PM	8:10 PM							

The scheduled times are approximate. The bus may arrive slightly earlier or later than the scheduled time.

Modified: October 24, 2016

City of Arcadia – Arcadia Transit

TITLE VI COMPLAINT POLICY AND PROCEDURE

Updated: 2015

1. POLICY STATEMENT

The City of Arcadia is committed to ensuring that no person is excluded from participation in, or denied the benefit of Arcadia Transit service and related programs on the basis of race, color or national origin under Title VI of the Civil Rights Act of 1964.

2. PURPOSE

This policy ensure that the Arcadia Transit service and programs are operated without regard to race, color, national origin or any other basis protected by federal or state statutes. Frequency of service, age and quality of Arcadia Transit vehicles assigned to routes/services will be determined solely on the basis of operational requirements.

3. PROCEDURES

Any person who believes he/she may have been discriminated against with respect to transit services or benefits on the basis of race, color, or national origin may file a written complaint with the City of Arcadia.

Individuals with Limited English Proficiency (LEP), or who need assistance with writing a complaint, may contact Transportation Services Manager at Arcadia City Hall, 240 West Huntington Drive, Arcadia, CA 91007, or (626) 574-5435.

A. Submission of Complaints

The complaint may be submitted in writing within 60 days from the date of the alleged discrimination. The City of Arcadia's Title VI Complaint Form (Attachment 1) can be accessed at <http://www.ci.arcadia.ca.us>. The complaint form may be requested by contacting Transportation Services Manager at (626) 574-5435 or ArcadiaTransit@arcadiaCA.gov.

Written complaints may be sent to:

City of Arcadia
Attn: Transportation Services Manager
240 West Huntington Drive
P.O. Box 60021
Arcadia, CA 91066-6021

FAX: (626) 447-3309
Email: ArcadiaTransit@arcadiaCA.gov

In addition to, or in lieu of utilizing the City's Title VI Complaint Process, a complainant may file a complaint pertaining to race, color or national origin with the Federal Transit Administration (FTA), Office of Civil Rights, Region 9, 201 Mission Street, Suite 1650, San Francisco, CA 94105-1839.

B. Reviewing

The City of Arcadia, Transportation Services will review all written complaints to determine if there is sufficient merit to warrant investigation based on whether the complainant has alleged discriminatory treatment based on his/her belonging to a protected class. If the complaint is determined to have sufficient merit to warrant investigation, the City of Arcadia will proceed with an investigation promptly. If the complaint does not warrant investigation, the City will respond with such information within 30 working days to the complainant.

C. Investigation of Complaints

The City will take the following steps to investigate the alleged discriminatory act:

- Identify and review all relevant documents, practices and procedures to determine appropriate resolution.
- Identify and interview persons with knowledge of the alleged discrimination, such as the complainant; witnesses; others identified by the complainant; people who may have been subject to similar activity; and others with relevant information.

The investigation process and final investigative report is generally completed within 60 days.

D. Completion of Investigation

A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Transportation Services Manager and a copy forwarded to the complainant no later than sixty (60) calendar days after its filing.

E. Implementation of Remedial Actions

If a policy violation exists, appropriate remedial steps will be taken immediately.

ATTACHMENT 1**Arcadia Transit****City of Arcadia**240 West Huntington Drive
Arcadia, CA 91007

(626) 574-5435 | ArcadiaTransit@ci.arcadia.ca.us

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that *no person in the United States shall, on the ground of race, color, national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

As a recipient of federal financial assistance, the City of Arcadia operates Arcadia Transit services without regard to race, color, and national origin. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Arcadia.

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to: Transportation Services Manager
City of Arcadia
240 West Huntington Drive
Post Office Box 60021
Arcadia, CA 91066-6021

1. Complainant's Name _____
Address _____
City _____ State _____ Zip Code _____
Telephone Number (home) _____ (business) _____
2. Person discriminated against (if someone other than the complainant)
Name _____
Address _____
City _____ State _____ Zip Code _____
3. Which of the following best describes the reason you believe the discrimination took place?
Was it because of your:

a. Race/Color <input type="checkbox"/>	c. Sex <input type="checkbox"/>	e. Disability <input type="checkbox"/>
b. National Origin <input type="checkbox"/>	d. Age <input type="checkbox"/>	
4. What date did the alleged discrimination take place? _____

**Arcadia Transit**

**Arcadia Transit****City of Arcadia**

240 West Huntington Drive

Arcadia, CA 91007

(626) 574-5435 | ArcadiaTransit@ci.arcadia.ca.us

5. Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

6. Have you filed this complaint with any other agencies and/or courts? Yes ☐ No ☐

If yes, check each box that applies:

Federal agency ☐Federal court ☐State agency ☐State court ☐Other ☐ _____

7. Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____

Address _____

City _____ State _____ Zip Code _____

Telephone Number _____

8. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature_____
Date**Arcadia Transit**